U.S. Naval Hospital Keflavik
Navy Medicine Senior Leaders VTC
16 Sep 03

Briefing Outline

- Background
- Successes
- ROIAC
- Current Challenges
- Questions

Scope of Services

- Outpatient Clinic
- Two Operating Rooms
- Post Anesthesia Care Unit
- 11 bed inpatient, multi-service ward
- Two Labor and Delivery Rooms
- Early Developmental Intervention Services (EDIS)
- Physical Therapy
- Radiology
- Laboratory
  Pharmacy
- Mental Health Clinic
- Substance Abuse Rehabilitation Program (SARP)
- Wellness Center
- Preventive Medicine

Our Providers

- Five Family Practice Physicians
- Two General Medical Officers
- Physician Assistant
- Independent Duty Hospital Corpsman

- Specialty Care Providers
  - OBGYN, Pediatrician, General Surgeon, Anesthesiologist, two Flight Surgeons, Clinical Psychologist, Optometrist, Physical Therapist, and Nurse Anesthetist
- Contracted Icelandic Specialty Care Providers
  - Orthopedic Surgeon, ENT, Ophthalmologist, Radiologist, and Urologist

Base Demographics

- **Military Personnel** 1,744
  - **Navy** 1,069
  - **Air Force** 672
  - **Army** 3
  - **Foreign Military** 1
- **Military Family Members** 1,909
- **U.S. Civilians and Families** 193
- **Icelandic Nationals** 884
- **Total Strength** 4,730

Workload

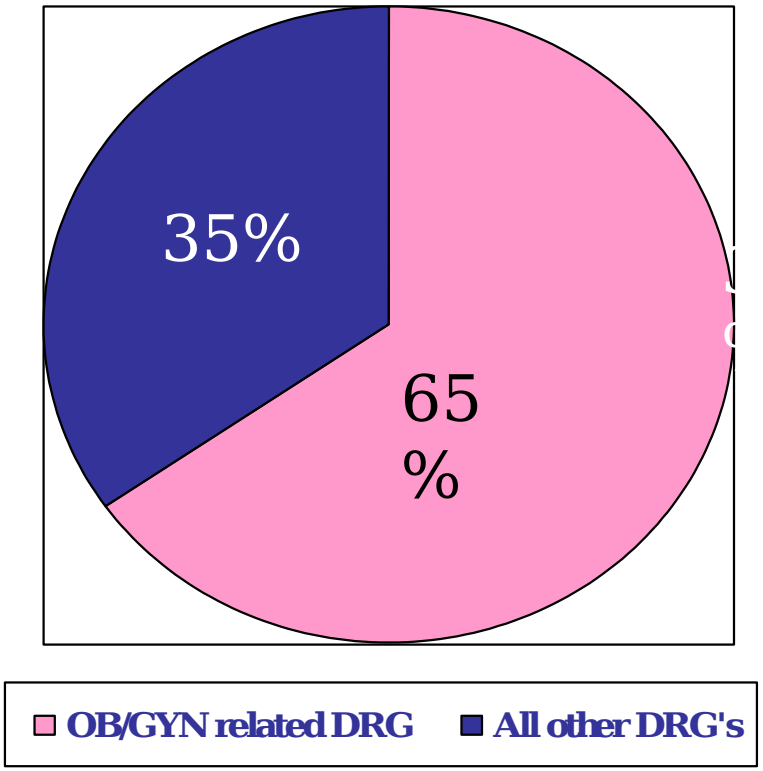
(FY-01 to FY-03)

- **Total Clinic Visits:**
  - **FY-01 32,593**
  - **FY-02 34,350**
  - **FY-03 (First through Third Quarters) 25,251**
- **Inpatient Admissions:**
  - **FY-01 329**
  - **FY-02 333**
  - **FY-03 (First through Third Quarters) 242**
- **Ambulatory Procedure Visit (APV)s:**
  - **FY-01 152**
  - **FY-02 291**
  - **FY-03 (First through Third Quarters) 276**

Inpatient Diagnosis by DRG
(October 2000 – August 2003)

All Admission DRG's

N = 796



Successes

Access to Care	**Implemented open access resulting in a reduction in wait time from 3.2 days to less than 1 day**
Overseas Screening	**Implemented an in-depth screening process, linked to housing assignment. Reviewed over 400 service and family members records resulting in the redirection of 26 families to more appropriate duty assignments and a dramatic decrease in the number of early returns due to overseas screening failures**
Hospital Website Development	**Tricare Online Implementation, formulary published online, medication dispensing form, E-Pharmacy refill clinic, and on-line appointing made available**

Successes (cont.)

Recipient CNO and SECNAV Safety Award	**Fourth year running**
Staff Retention	**CINCLANTFLT Honor Roll x 2 yrs**
JCAHO	**Score: 98%**
Adopt a Room Program	**Community involvement established a sense of ownership in updating the appearance of the inpatient rooms to a family centered environment at no cost to the command**
Facility Improvements	**Warehouse construction (completed Mar 03), Entrance Enclosures (completed May 03), Officer**

(R)eadiness

Issue	Status
Homeland Security	**BUMED/Line Vulnerability Assessments**
Exercise Planning/Disaster Preparedness	**Coordinated response with Line and local community. Greater emphasis has been focused on coordinated drills and planning with NAS, IDF & local civilian community**
Operational Base and Deployment Support	**Liberia Mission (Operation Sheltering Sky), OEF (Cuba), and OIF**

(O)ptimization

Issue	Status
Population Health Initiatives	**High Risk Patient Working Group identified high risk patients, ensured each was assigned to a current PCM, and developed and implemented CPGs for Hypertension and Diabetes**
Streamlining Prenatal Services	**Implementing Clinical Practice Guideline for Low Risk Pregnancy resulting in more efficient delivery of prenatal services and utilization of resources, and greater patient and staff satisfaction**
ACC/OPC Merger	**Merger completed Aug 03. Ensures both acute and chronic**

(I)ntegration

Issue	Status
Hospital Services with Keflavik Community Hospital	**Joint US/Icelandic Working group slated for fall, 2003 to ID areas of improved collaboration**
Preferred Provider Network (PPN) Development	**Infancy stage, letter and MOU has been sent to providers**
Reserves Support	**Backfill one deep positions- long standing tradition here**

(A)lignment

Issue	Status
Command Organizational Realignment	**Formed a realignment committee to address organizational structure and meet guidance from higher authority**
Mentorship & Officer and Enlisted Career Development	**A committee has been formed consisting of senior officers and enlisted personnel to develop a formal mentoring program**

(C)ovenant Leadership

Issue	Status
Drive Decision Making to Lower Levels	**By empowering command members in the decision making process we have experienced a 70% reduction in decisions made at the Commanding Officer level**
NKO	**To date 95% of hospital staff has registered for NKO**

Challenges

Issue	Result
Base Restructuring	**On Going Negotiations (between US & Icelandic Government)**
Limited purchase authority and delay in supply pipeline	**Working with NMLC on alternate contracting options**
Limited pool of qualified civilian personnel (due to small population and limited daycare)	**Working with NMLC, Base Contracting and HRO to fill vacancies**
Military staff turnover (one deep positions and short-tour)	**Avoid gapping billets and maintain a close relationship with detailers**
Seasonal host nation	**Looking at resource**

Questions?